



## *The Public Service Commission State of South Carolina*

Jocelyn Boyd  
Chief Clerk/Administrator  
Phone: (803) 896-5133  
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Clerk's Office  
Phone: (803) 896-5100  
Fax: (803) 896-5199

October 17, 2018

### SCHEDULING NOTICE

A complaint was filed by **Frederick Carlos Howard** ("the Complainant") on October 15, 2018, against **Duke Energy of the Carolinas**.

Docket Number **2018-325-E** has been assigned to this case. **David Stark** has been assigned as the Hearing Examiner in this docket. The Hearing Examiner will hear the case and make a recommendation regarding a decision on the case to the full Public Service Commission. The Commission will then issue a final decision, pursuant to S.C. Code Ann. Regs. 103-841 and 103-855.

Please take notice that pursuant to S.C. Code Ann. Regs. 103-817, a hearing will be held before Hearing Examiner **Stark** at **10:00 a.m. on Monday, November 26, 2018**, at the Commission's Office located at 101 Executive Center Drive, Suite 100, Columbia, SC 29210. The company's and the Office of Regulatory Staff's direct testimony is due **Monday, November 05, 2018**. The Complainant may respond to the company's direct testimony, but must do so in writing by **Monday, November 12, 2018**. Failure to comply with the deadlines set out above may result in dismissal of the case or granting of the relief sought against you. The Complainant or other parties in the case (the utility or the Office of Regulatory Staff) may file motions prior to the hearing. Failure of any party to file a response with the Commission with copies being sent to the other parties within ten (10) days of receipt of a pre-hearing motion may result in dismissal of the case or granting of the relief sought against you.

In the alternative, the Complainant may bypass the Hearing Examiner process and have the complaint heard before the entire Commission, if desired. A hearing before the entire Commission will involve longer time frames for the pre-filing of testimony and exhibits and for the assignment of a hearing date, since the Commission hearing schedule has more assigned hearing dates than the hearing examiners. However, should the Complainant in this case desire a hearing before the full Commission, the Complainant must file a written request with the Commission Clerk's Office within seven (7) days of receipt of this notice, with copies of said request being sent to the utility company that is the subject of the complaint and to the Office of Regulatory Staff. Filing of such notice will automatically suspend the hearing date and scheduling deadlines set out above. After receipt of the request, the Clerk's Office will notify all parties of new dates for the pre-filing of testimony and exhibits and for the hearing before the full Commission.

2018-325-E  
 P 00101518 278953

**Complete Form, Print, Sign and Mail to:**  
 Public Service Commission of South Carolina  
 101 Executive Center Dr., Suite 100  
 Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5100

www.psc.sc.gov

Text PSCAGENDAS to 394

To receive an alert when Meeting Agendas are released

### Individual Complaint Form

Date\*: 10/15/2018

#### Complainant or Legal Representative Information: \* Required Fields

Name \* Frederick Carlos Howard  
 Firm (if applicable) \_\_\_\_\_  
 Mailing Address \* 140 Wickersham Way  
 City, State Zip \* Easley SC 29642 Phone \* 8645906867  
 E-mail CARLOSHOWARD11@GMAIL.COM

Name of Utility Involved in Complaint: \* DUKE ENERGY OF THE CAROLINAS

#### Type of Complaint (check appropriate box below.) \*

- |  |  |  |   |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service  | <input checked="" type="checkbox"/> Payment Arrangements   | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue             | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific) _____ |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact: B.KIRBY/ C.CAMPBELL

#### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

I have been having difficulties paying Duke energy. I was set up on arrangement for \$326.00 due Oct 11th by ORS. On October 10th, I was informed of a pay garnishment by IRS, that would not leave me with funds to pay pervious bill. Attempts to have payment modified were denied by Duke energy and again by ORS after contacting them as well. I can provide documentation showing our household hardhsip due to IRS garnishment.

#### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am requesting until Oct 29th/30th to make previous payments, and to have arrangements that are more in line with paydates of 15th or 30th moving forward. Additionally payments above \$260 are somewhat of a hardship financially, so I am requesting that arrangements are affordable if possible.

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.** ☒ Yes ☐ No

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
 COUNTY OF Pickens )

#### VERIFICATION

I, Frederick C Howard  
 Complainant's Name \*

verify that I have read my complaint filed on 10/15/18  
 Date

and know the contents thereof, and that said contents are true.

Frederick C Howard  
 Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

#### Internal Use Only

Processed By	Date
H.E.	